

AZ Unreturned Live Agent - Mass Markets

			11/15/2020	11/16/2020	11/17/2020	
5,604	Completes		745	1,881	2,978	
684	Q4=01	1-Completed Survey	116	212	356	
1,945	VM Message Left	2-Message Delivered VM	90	657	1,198	
2,975	up/RC	3-Refused	539	1,012	1,424	
74,437	No Answer	4-No Answer	6,764	25,056	42,617	
1,663	Numbers/Language	5-Bad Number	245	384	1,034	
100.00%	List Penetration					
81,708	Data Loads					

Q1 - May I please speak to <lead on screen>?	Response	11/15/2020	11/16/2020	11/17/2020
1,812	40.05% A-Reached Target	307	554	951
335	7.40% Uncertain	80	124	131
2,377	52.54% X = Refused	382	854	1,141
0	0.00%			
4,524	100.00% Sum of All Responses	769	1,532	2,223

Q2 - Did you request Absentee Ballot in state of AZ?	Response	11/15/2020	11/16/2020	11/17/2020
1,120	45.00% A-Yes [Go to Q3]	210	361	549

885	35.56%	B-No [Go to Q4]	162	286	437
24	0.96%	Member) [Go to Q3]	5	9	10
21	0.84%	Member) [Go to Q4]	3	10	8
72	2.89%	E-Unsure [Go to Close A]	10	18	44
7	0.28%	[Go to Close A]	-	1	6
360	14.46%	X = Refused	45	69	246
2,489	100.00%	Sum of All Responses	435	754	1,300

Q3 - Did you mail your ballot		Response	11/15/2020	11/16/2020	11/17/2020
344	16.16%	A-Yes [Go to Q4]	67	112	165
696	32.69%	B-No [Go to Close A]	116	237	343
11	0.52%	Member) [Go to Q4]	2	2	7
9	0.42%	Member) [Go to Close A]	1	4	4
14	0.66%	Close A]	3	4	7
1,055	49.55%	X = Refused	201	326	528
2,129	100.00%	Sum of All Responses	390	685	1,054

Q4 - Can you please give us the best phone number to reach you at?		Response	11/15/2020	11/16/2020	11/17/2020
678	82.48%	Q5]	116	212	350
144	17.52%	B-Refused [Go to Q5]	38	50	56

0	0.00%				
0	0.00%				
822	100.00%	Sum of All Responses	154	262	406

Q5 - Can you provide us your email address?	Response	11/15/2020	11/16/2020	11/17/2020	
127	18.57% 01-Yes [Go to Close B]	24	36	67	
557	81.43% 02-No [Go to Close B]	92	176	289	
0	0.00%				
684	100.00%	Sum of All Responses	116	212	356